

Edmonton



Urban Form and Corporate Strategic Development

Quarterly Activity Report

THIRD QUARTER 2019

ACTIVITY REPORT

SUMMARY

Land Development Process



The City of Edmonton's land development process aligns with and contributes to the goals of CONNECTEDMONTON, Edmonton's Strategic Plan for 2019 - 2028. CONNECTEDMONTON's four strategic goals are:

- **Healthy City** - Edmonton is a neighbourly city with community and personal wellness that embodies and promotes equity for all Edmontonians
- **Urban Places** - Edmonton neighbourhoods are more vibrant as density increases, where people and businesses thrive and where housing and mobility options are plentiful
- **Regional Prosperity** - Edmonton grows prosperity for our Metro Region by driving innovation, competitiveness and relevance for our businesses at the local and global level
- **Climate Resilience** - Edmonton is a city transitioning to a low carbon future, has clean air and water and is adapting to a changing climate

Strategic plans, such as Edmonton's Municipal Development Plan (The Way We Grow), shape how the city will grow by guiding how land is used and new developments are built. Area Structure Plans and Neighbourhood Structure Plans establish the layout and function of neighbourhoods and identify where roads, shops, schools, homes, and parks will be.

Rezoning determines the type and scale of development permitted on a parcel of land. **Subdivisions** create new parcels, including condominium and strata parcels. **Servicing agreements** provide for the construction of necessary infrastructure such as water, roads, and power.

Approval of **development permits** determine the site use, building size, building location, and landscaping. Whereas **building permits**, mechanical and electrical permits, and inspections ensure that buildings comply with safety codes and energy regulations.

Licences are issued for business and transportation providers to make sure that requirements appropriate to the business, such as noise control, patron management and police information checks, are met.

This report is intended to highlight key activities throughout the land development process. It is not a comprehensive listing of all activities in the land development process or work completed by the Urban Form and Corporate Strategic Development Department.

ACTIVITY REPORT

URBAN FORM & CORPORATE STRATEGIC DEVELOPMENT HIGHLIGHTS

Highlights of 2019 - Quarter 3

Website Updates for Commercial Buildings

The edmonton.ca website has been updated to support customers applying for development and building permits for projects such as developing new commercial buildings and making changes to existing commercial buildings. New website content includes application requirements, application standards, process diagrams, samples and checklists.

Major changes to the website include:

- updates to the Permits, Development, and Construction webpage
- new webpage: New Commercial Buildings
- new webpage: Changes to Existing Buildings
- new webpage: Zoning Approval for Businesses

'Missing Middle' Zoning Bylaw Review

On August 26, 2019, City Council approved changes to the Zoning Bylaw that will introduce more flexibility to 5 different zones in order to allow for more diverse multi-unit housing options to be built in neighbourhoods across the city. The guide provides a summary and additional details about the approved changes

Urban Form Business Transformation (UFBT)

UFBT is committed to working together with industry to implement meaningful changes that provide value and impact. Project updates are as follows:

- the Knowledge Library team is continuing to create a one-stop-shop for staff and customers to find the information that they need
- the Safety Codes Inspections Efficiencies project reduces the number of non-mandatory inspections needed to be completed
- the Subdivision Process Improvement team is working to increase the consistency and transparency of the Subdivision process
- the Rezoning Redesign team is working to increase transparency and predictability in the Rezoning process

ACTIVITY REPORT

LAND DEVELOPMENT APPLICATIONS

A land development application (LDA) is required to do any of the following:

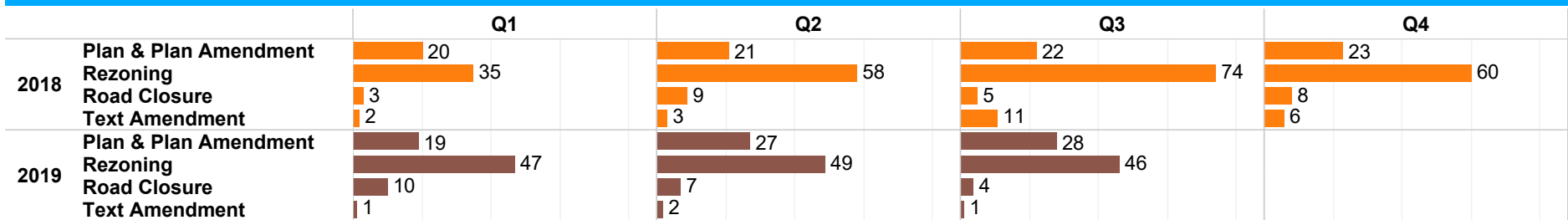
- subdivide land into two or more parcels (subdivision)
- create bare land condominium units (subdivision)
- convert existing buildings into condominiums (condominium conversion)
- create or amend an Area Structure Plan (ASP) or Neighbourhood Structure Plan (NSP)
- change the zoning of land (rezoning)
- close a portion of roadway (road closure), or
- change the regulations in an existing zone (text amendment)

Plans, rezonings, road closures and text amendments are executed by bylaw, which require approval by City Council. Subdivisions are approved by the Subdivision Authority. A single LDA can contain multiple elements, such as a plan amendment (includes ASP, NSP, and Plans), rezoning, each requiring its own bylaw or approval.

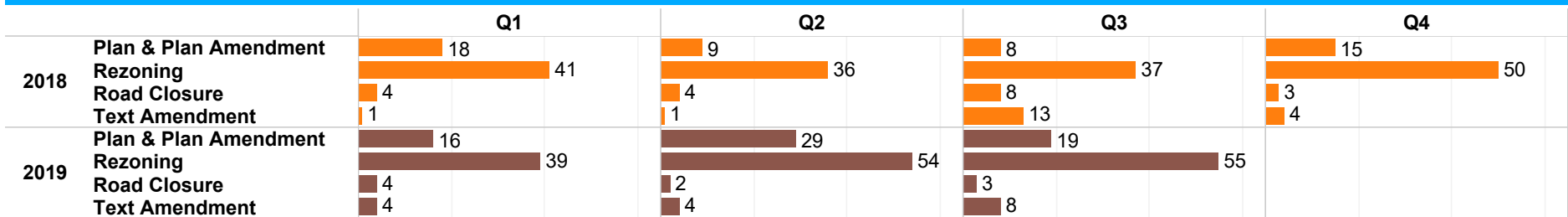
Bylaws resulting from LDAs are brought to Public Hearing for City Council's consideration. The number of bylaws brought to Public Hearing represents the completion of the City's work on a given LDA.

Text amendment values include applicant initiated bylaws only, and exclude amendments requested by City Council.

1 Land Development Applications Received



2 Bylaws Brought to Public Hearing



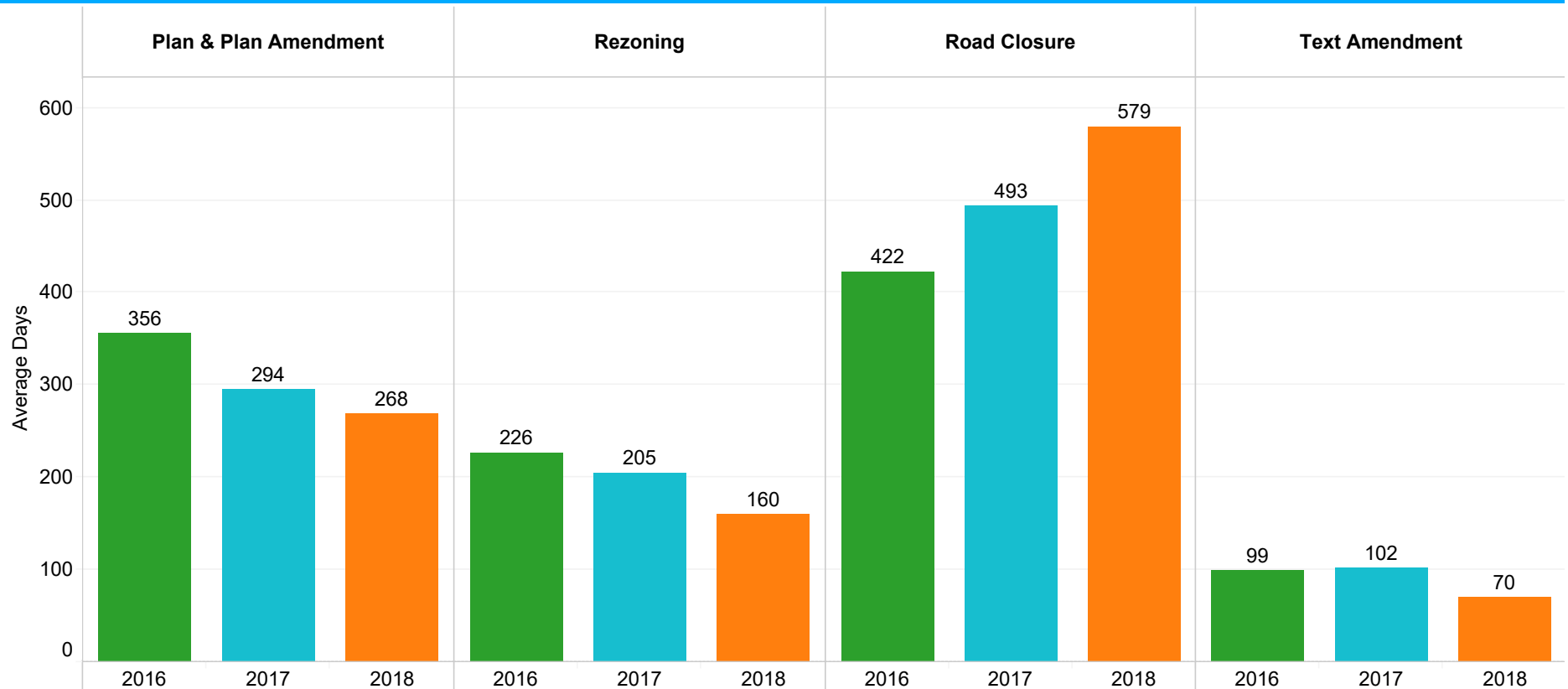
ACTIVITY REPORT

LAND DEVELOPMENT APPLICATIONS

Processing LDAs involves the review of technical information by civic agencies and external organizations (such as utilities), as well as engagement with the public. As new applications vary significantly in completeness and complexity, completion time varies.

Average timelines for completing LDAs are calculated on an annual basis, based on the difference between the date the LDA is received for processing and the date it is brought to Public Hearing. There is insufficient data to accurately estimate timelines on a quarterly basis. Timelines reflect both processing time by the City and time spent by applicants updating, changing or pausing their application. When calculating the average processing time, the top and bottom 10% of results are omitted to provide a more accurate average. The average is in calendar days.

Annual Average Timelines for Completing LDAs



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SUBDIVISION

The following are brief explanations for what is included in subdivision statistics:

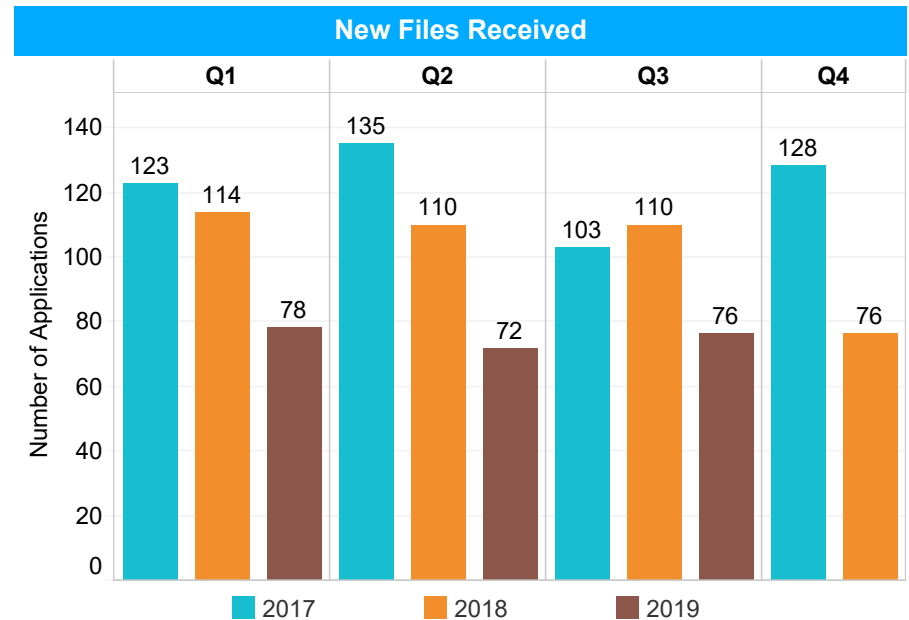
Major - Includes applications that are in new or developing areas of the city where new infrastructure (such as roads, underground utilities, parks) have not yet been constructed.

Minor - Includes applications in greenfield and developed areas of the city, typically where infrastructure already exists. This includes applications such as boundary adjustments, title separations, and condominium applications.

Lot splits (Residential lot splits only) - Subdivision of an existing residential lot to create additional single detached, semi-detached, or row housing lots. These subdivisions typically occur in mature residential neighbourhoods. Single lots have a lot width greater than or equal to 10.4m, while Skinny Single lots have a lot width less than 10.4m.

Conditionally Approved Applications - Subdivisions that have been reviewed and conditionally approved by the Subdivision Authority with conditions attached. Conditions must be satisfied or removed before the subdivision can be registered.

Approved for Registration - Plan of Survey has been reviewed, Conditions of Approval letter have been completed, and Subdivision Authority has granted consent to register the Plan of Survey.



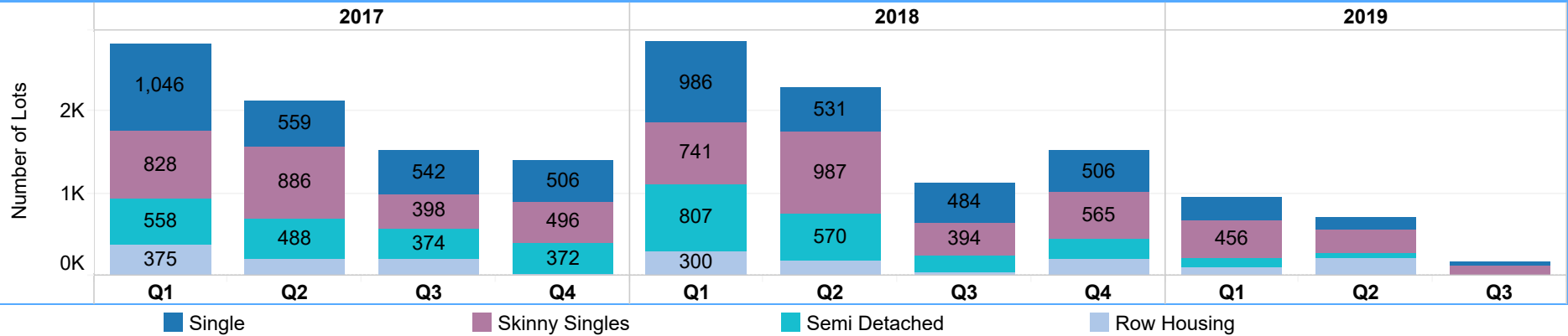
1 Subdivision Applications by Type

		2017				2018				2019		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Major	Conditionally Approved Applications	20	26	18	15	28	17	8	16	25	19	9
	AVG. Days from Submission to Decision	225	260	249	150	247	174	233	142	223	299	119
	Approved for Registration	17	10	18	47	15	11	35	50	18	13	32
	AVG. Days of Approvals for Registration	73	22	41	48	40	24	18	25	11	7	15
Minor	Conditionally Approved Applications	31	22	14	16	26	29	24	17	22	21	19
	AVG. Days from Submission to Decision	41	47	58	85	55	59	57	65	55	60	50
	Approved for Registration	16	10	6	18	8	11	5	7	6	9	11
	AVG. Days of Approvals for Registration	54	46	147	44	28	27	14	9	8	6	10
Lot Splits	Conditionally Approved Applications	71	100	79	87	69	79	90	65	46	53	32
	AVG. Days from Submission to Decision	48	42	40	40	45	50	44	44	47	37	41
	Approved for Registration	52	80	74	72	82	67	57	78	61	53	48
	AVG. Days of Approvals for Registration	n/a	26	23	20	30	34	11	14	9	9	11

ACTIVITY REPORT

SUBDIVISION

Conditionally Approved Single/Semi Detached/Row Housing



2 Lots Conditionally Approved and Lots Approved for Registration

		2017					2018					2019			
		Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Total
Lots Conditionally Approved	Single	1,046	559	542	506	2,653	986	531	484	506	2,507	282	152	59	493
	Skinny Singles	828	886	398	496	2,608	741	987	394	565	2,687	456	277	102	835
	Semi Detached	558	488	374	372	1,792	807	570	210	252	1,839	106	72	8	186
	Row Housing	375	188	199	22	784	300	183	26	191	700	99	204	0	303
	Multiple Family	6	4	2	2	14	8	26	10	5	49	14	12	5	31
	Commercial	7	13	7	6	33	9	7	3	9	28	7	0	6	13
	Industrial	6	7	22	0	35	3	4	22	1	30	4	0	8	12
	Total	2,826	2,145	1,544	1,404	7,919	2,854	2,308	1,149	1,529	7,840	968	717	188	1,873
Lots Approved for Registration	Single	494	87	504	785	1,870	61	107	507	871	1,546	55	171	391	617
	Skinny Singles	216	237	285	1,251	1,989	51	61	694	800	1,606	359	41	437	837
	Semi Detached	282	296	143	362	1,083	102	30	474	465	1,071	106	82	96	284
	Row Housing	155	0	72	387	614	36	87	264	195	582	127	0	176	303
	Multiple Family	2	3	10	20	35	5	5	6	7	23	2	5	8	15
	Commercial	6	7	4	8	25	5	5	5	0	15	10	4	9	23
	Industrial	4	0	0	2	6	0	0	1	3	4	2	1	18	21
	Total	1,159	630	1,018	2,815	5,622	260	295	1,951	2,341	4,847	661	304	1,135	2,100

* Lot splits are not included in lot counts

ACTIVITY REPORT

SERVICING AGREEMENTS

A servicing agreement is a legal contract between the developer or property owner and the City of Edmonton which must be met and agreed upon prior to the development proceeding.

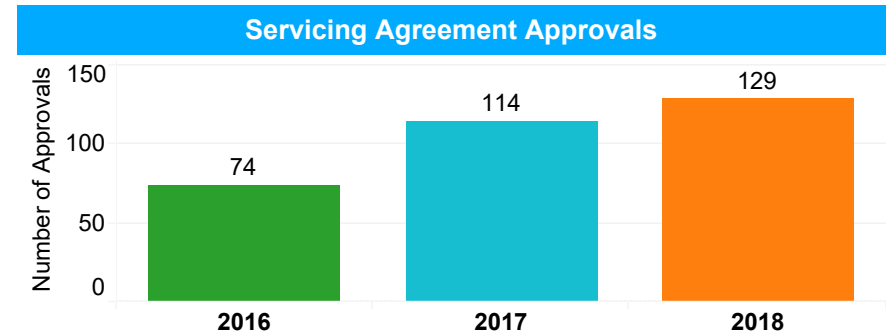
Servicing agreements provide for the construction of necessary infrastructure such as water, roads, and power. The agreement can be a requirement of a Subdivision or a development permit and often includes the review and approval of engineering drawings.

The engineering drawings include the design and construction of municipal improvements such as water mains, storm and sanitary sewers, roads, sidewalks, curbs and gutters, power, street lighting, landscaping and various other items that are necessary to service land being developed or redeveloped.

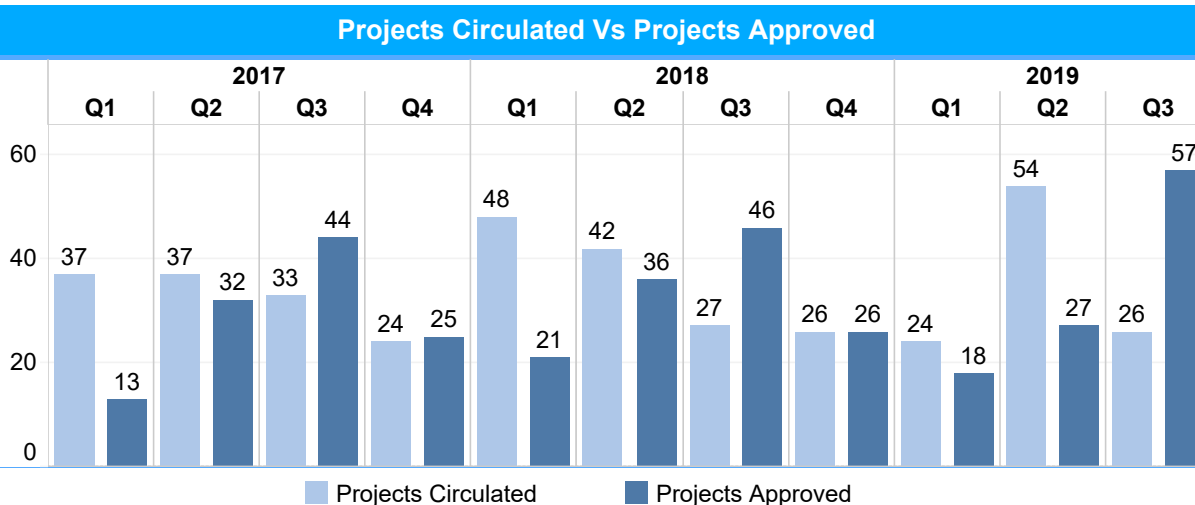
With every servicing agreement application received, there are a number of residential, multi-family, commercial and industrial lots that are proposed to be serviced. The number of applications approved indicates the volume of serviced lots that will be available in the near future.

This data is displayed on an annual basis due to the seasonality of the business.

Servicing Agreements			
	2016	2017	2018
Single Family Lots	3,236	4,635	4,721
Projects Approved	74	114	129
Industrial Lots	11	11	4
Multiple Family Lots	5	35	28
Commercial Lots	5	8	13



ENGINEERING DRAWINGS



Engineering Drawings are circulated to various reviewing agencies to confirm that standards are met for their respective areas of expertise. Reviewing agencies include transportation planning, streetlights and signals, parks planning, drainage planning, and EPCOR.

Projects Circulated - Refers to the volume of projects that have been submitted by the applicant and have been circulated to the various reviewing agencies. Drawings have not yet been approved.

Projects Approved - Refers to the volume of projects that have gone through all necessary iterations between the applicant and reviewing agencies. Drawings have been approved by the City.

ACTIVITY REPORT

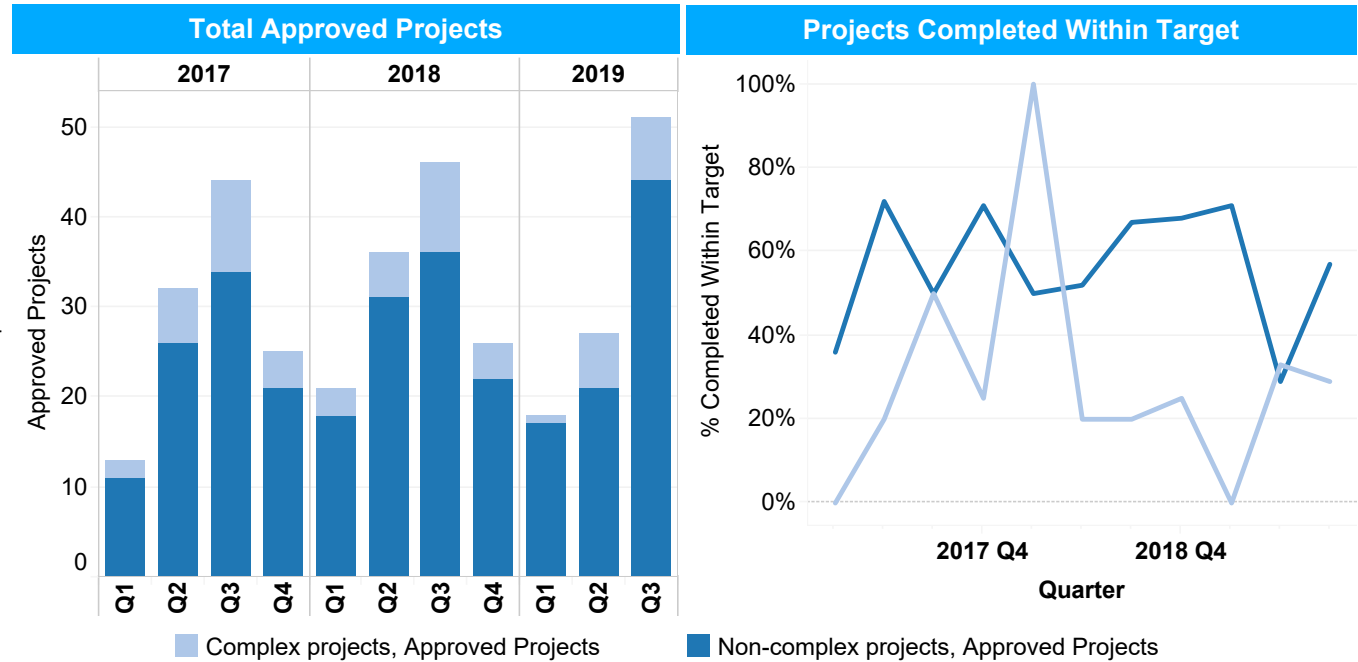
ENGINEERING DRAWINGS

Engineering drawings are categorized as non-complex or complex. Non-complex drawings are identified as projects that contain elements that are standard on most drawing submissions, such as roadway cross sections and approved pipe materials. Typically, non-complex projects are the continuation of adjoining existing developments.

Complex projects are characterized as projects that contain elements that are not typical in most drawing submissions, such as stormwater management facilities, lift stations, arterial roadways or creek crossings. These projects may require additional input from specialists or experts.

The target of 100 days is a joint target between the City and applicants, in calendar days.

Projects over 300 days are removed from the analysis.



1 Projects Approved by Type

		2017				2018				2019		
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Non-complex projects	Approved Projects	11	26	34	21	18	31	36	22	17	21	44
	% Completed Within Target	36%	72%	50%	71%	50%	52%	67%	68%	71%	29%	57%
	Average Days with the City	57	60	62	59	62	78	54	61	69	65	66
	Average Days with the Applicant	42	28	44	35	37	39	30	21	35	24	31
Complex projects	Approved Projects	2	6	10	4	3	5	10	4	1	6	7
	% Completed Within Target	0%	20%	50%	25%	100%	20%	20%	25%	0%	33%	29%
	Average Days with the City	100	61	87	39	40	71	73	94	91	66	78
	Average Days with the Applicant	64	44	72	75	13	59	61	78	72	43	46

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COMMERCIAL, INDUSTRIAL AND OTHER DEVELOPMENT PERMITS

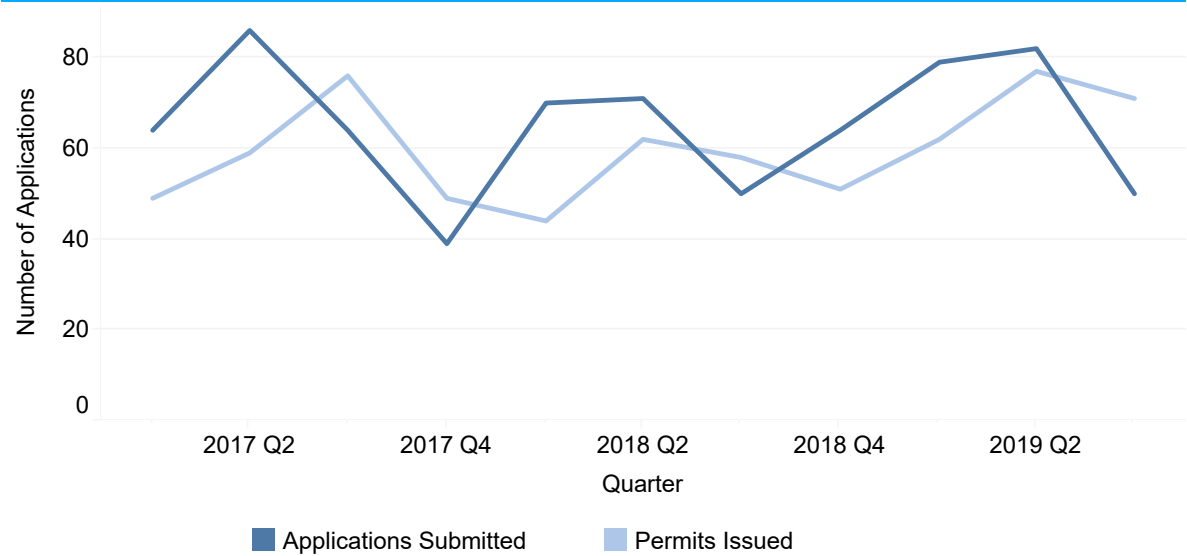
Development permits are written approvals from the City that the location, size, and use of a building complies with the Zoning Bylaw regulations. A development permit is required for new construction, some renovations, signs, new businesses, and changes to how a building is being used.

The amount of time taken to issue a development permit varies significantly, depending on the type of development permit and application complexity. Permits for minor changes can be issued in one day, while permits for new commercial buildings typically take several weeks. Applications for developments that are listed as a discretionary use in the Zoning Bylaw require notification to neighbouring property owners and typically take longer to complete.

Other factors that influence timelines include whether circulation to other civic agencies or assessments are required.

The single most common cause of delay in processing development permits is incomplete or insufficient information, which may result in reviews of the permit prior to the approval.

Development Permits for New Commercial, Industrial and Apartment Buildings



1 Development Permits for New Commercial, Industrial & Apartment Buildings

	2017					2018					2019			
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Total
Applications Submitted	64	86	64	39	253	70	71	50	64	255	79	82	50	211
Permits Issued	49	59	76	49	233	44	62	58	51	215	62	77	71	210
Median Work Days to Issue	58	58	63	64	62	67	47	66	61	61	53	62	60	60

2 Other Major Development Permits

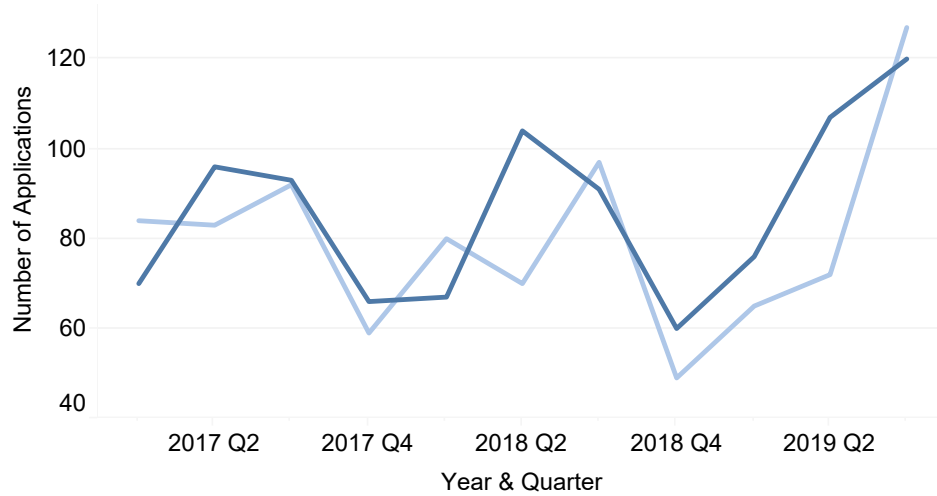
Applications Submitted	352	421	404	306	1,483	351	464	433	315	1,563	293	368	284	945
Permits Issued	320	308	378	281	1,287	297	321	360	309	1,287	238	328	249	815
Median Work Days to Issue	10	12	16	18	14	16	17	22	16	18	15	15	18	16

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COMMERCIAL, INDUSTRIAL AND OTHER BUILDING PERMITS

Safety code permits, such as building, mechanical and electrical, confirm that buildings comply with safety codes and energy regulations. Commercial, industrial, and other permits includes various types of non-residential permits: permits for new buildings (including apartments), additions, exterior or interior alterations, parking lots, and change of use.

Building Permits for New Construction



Demolitions & Other Additional Building Permits



■ Applications Submitted ■ Permits Issued

1 Building Permits for New Construction*

	2017					2018					2019			
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Total
Applications Submitted	70	96	93	66	325	67	104	91	60	322	76	107	120	303
Permits Issued	84	83	92	59	318	80	70	97	49	296	65	72	127	264
Median Work Days to Issue	61	34	32	49	40	55	47	48	68	52	48	49	45	47

2 Demolitions and Other Additional Building Permits**

Applications Submitted	486	585	618	544	2,233	492	537	590	498	2,117	524	614	698	1,836
Permits Issued	482	513	506	574	2,075	520	434	548	535	2,037	505	475	596	1,576
Median Work Days to Issue	19	22	28	29	25	24	28	32	29	29	25	27	41	32

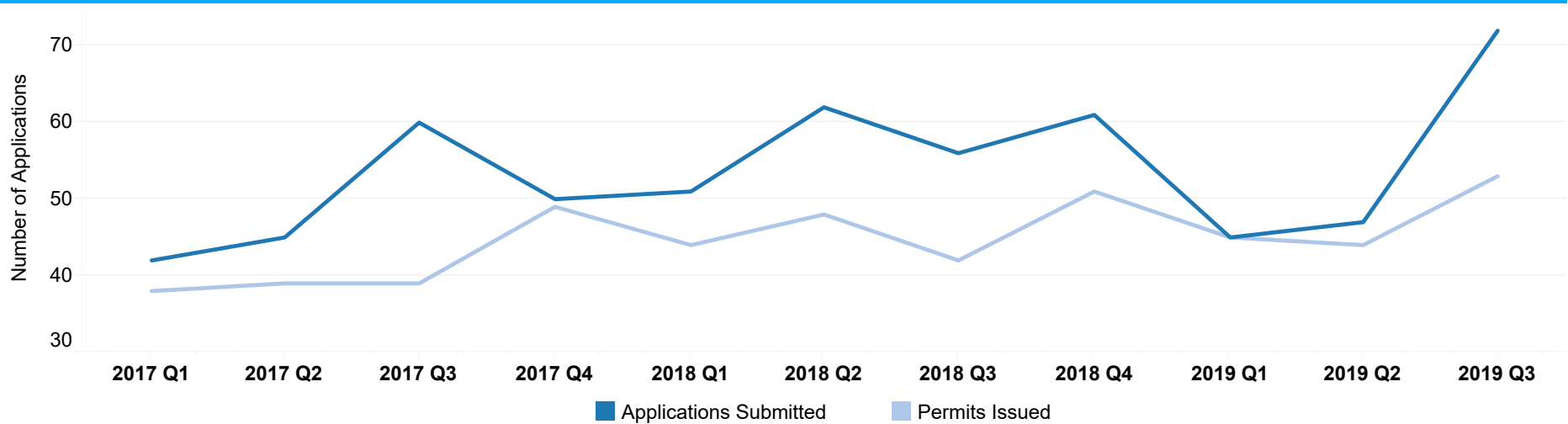
*As of 2019 Q1, building permits new construction only includes permits that are categorized as 'New'

**Other additional building permits includes additions, exterior and interior alterations, excavations, footing and foundation, and structural frames

ACTIVITY REPORT

RESIDENTIAL MULTI-FAMILY DEVELOPMENT PERMITS

New Multi-Family Development Permits



1 New Multi-Family Development Permits

	2017					2018					2019			
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Total
Applications Submitted	42	45	60	50	186	51	62	56	61	226	45	47	72	162
Permits Issued	38	39	39	49	165	44	48	42	51	185	45	44	53	142
Median Work Days to Issue	21	28	11	9	14	15	12	25	20	16	14	54	14	16

1.1 New Multi-Family Development Permits (Projects up to 4 dwellings)

Permits Issued	32	28	32	44	136	34	33	29	41	137	37	24	32	93
Median Work Days to Issue	7	12	7	5	7	8	10	9	15	10	9	10	11	10
% Permits issued within 55 bus. days (Target = 75%) *	79%	77%	100%	100%	90%	90%	100%	88%	94%	94%	91%	94%	100%	95%

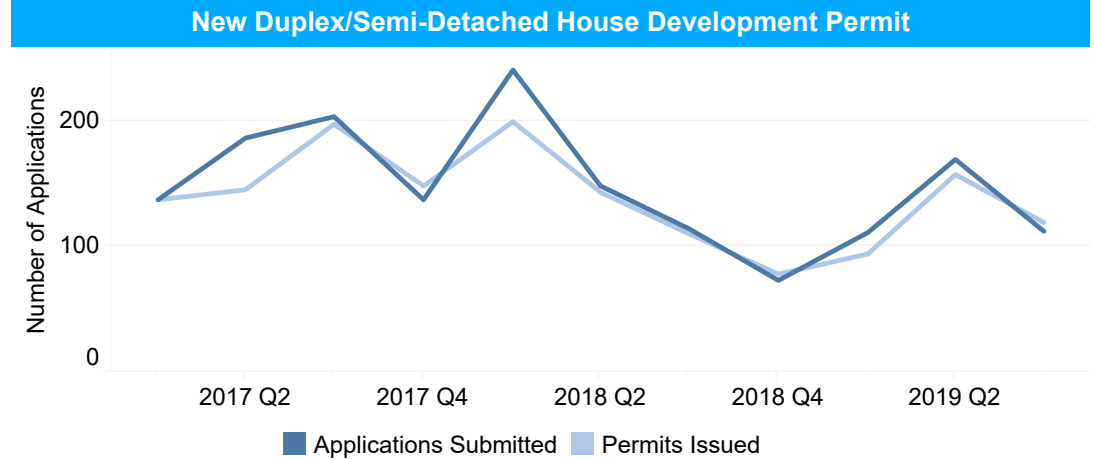
* Note: These numbers exclude projects within mature neighbourhood overlay. A Multi-Family residential development includes row housing and apartment dwellings.

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RESIDENTIAL SEMI-DETACHED HOUSE DEVELOPMENT PERMITS

When class A applications are complete and are not contained within a mature neighbourhood overlay, the target time to issue permits is 6 business days. The target timelines for issuing Class B (discretionary development not within a Mature Neighbourhood Overlay) and Complex (Mature Neighbourhood Overlay) permits are longer. Incomplete permit applications, those requiring bylaw exceptions, or those put on hold by the applicant are likely to take additional time.

Performance Targets for semi-detached house development permits:
 Class A - 75% permits issued within 6 business days
 Class B - 75% permits issued within 15 business days
 Complex - 75% permits issued within 55 business days
 The actual results include times for complete and incomplete applications.



1 New Duplex/Semi-Detached House Development Permit

	2017					2018					2019			
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Total
Applications Submitted	137	186	203	137	658	240	148	114	73	575	111	169	112	392
Permits Issued	137	145	197	148	627	199	143	110	78	530	94	157	119	370

2.1 Semi-Detached House - Class A

Permits Issued	111	117	160	110	498	169	104	92	53	418	74	132	81	287
Median work days to issue	2	3	3	3	3	4	5	5	4	5	4	6	5	5
% Class A Permits issued within 6 days	93%	93%	88%	90%	91%	72%	64%	60%	84%	69%	76%	56%	61%	63%

2.2 Semi-Detached House - Class B

Permits Issued	4	7	4	6	21	6	13	2	4	25	4	1	7	12
Median work days to issue	5	3	3	8	3	23	4	40	8	5	6	8	10	7
% Class B Permits issued within 15 days	83%	86%	100%	67%	83%	50%	92%	0%	75%	72%	100%	100%	71%	83%

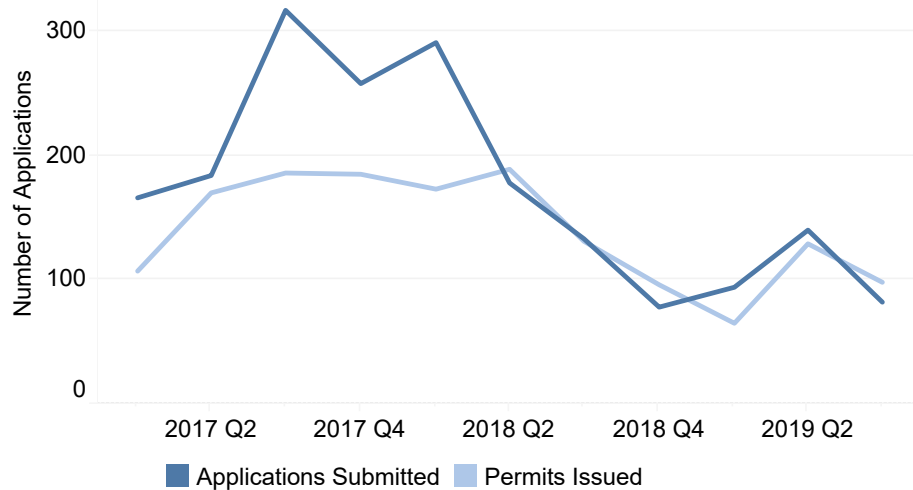
2.3 Semi-Detached House - Complex

Permits Issued	21	21	34	30	106	21	23	16	19	79	14	20	25	59
Median work days to issue	38	37	35	48	37	42	38	58	64	47	32	40	27	35
% of Complex Permits issued within 55 days	60%	81%	78%	66%	72%	67%	72%	50%	33%	57%	80%	62%	78%	73%

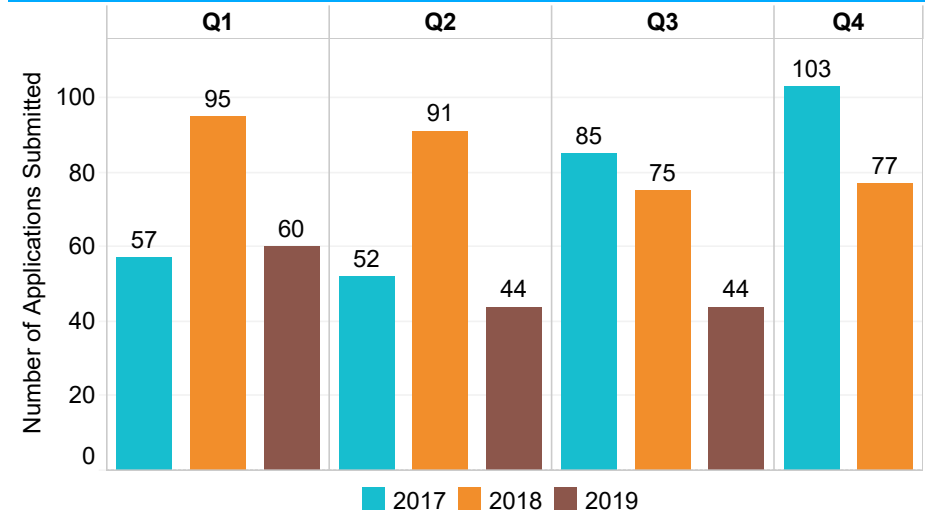
ACTIVITY REPORT

RESIDENTIAL SEMI-DETACHED HOUSE AND ROWHOUSING BUILDING PERMITS

Semi-Detached Building Permits - projects up to 2 dwelling units



Rowhousing Building Permits - projects with 3 or more dwelling units



3 Semi-Detached House and Rowhousing Building Permits

	2017					2018					2019			
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Total
Applications Submitted	223	236	402	361	966	386	269	208	161	994	168	213	139	513
Permits Issued	151	228	227	273	879	231	272	212	159	874	126	200	156	482

4 Semi-Detached Building Permits - projects up to 2 dwelling units

Applications Submitted	166	184	317	258	715	291	178	133	78	670	94	140	82	316
Permits Issued	107	170	186	185	648	173	189	131	96	589	65	129	98	292
% Permit issued within 25 business days	55%	40%	58%	46%	50%	48%	53%	51%	63%	53%	49%	81%	43%	62%

5 Rowhousing Building Permits - projects with 3 or more dwelling units

Applications Submitted	57	52	85	103	251	95	91	75	77	318	60	44	44	141
Permits Issued	44	58	41	88	231	58	83	81	62	284	49	54	32	135
Median work days to issue	53	35	25	43	34	30	25	27	26	28	24	23	33	24

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SINGLE DETACHED HOUSE PERMITS

Two permits are required for the construction of a Single Detached House; Development and Building Permits

Beginning in 2018, the methodology for performance measures was revised for single detached houses to provide more predictability by measuring time within UFCSD's control. The City is now measuring and reporting time from receipt of a complete application, including fees paid, to the time a decision is made. Decisions can be threefold: approved, refused, or more information required. Circulation to other City departments, notification period, and where required, community consultation are not included in these timelines.

Applications submitted includes applications that meet the requirements to start the review process. These applications still may not have all the necessary information to approve or refuse an application.

1 Development Permits

1.1 Expedited Development Permits

		2017					2018					2019			
		Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Total
Application Intake	Applications Submitted (Intake)	97	96	110	87	390	82	101	111	90	384	100	126	108	334
	% of Applications reviewed* within 2 business days	100%	99%	100%	100%	100%	100%	96%	99%	99%	98%	99%	100%	100%	100%
	95% of applications reviewed within (business days)	1	1	0	0	1	0	2	0	0	0	0	0	0	0
Development Review	Applications Submitted (Intake)	89	104	110	87	390	82	102	110	92	386	100	127	108	335
	% of Applications reviewed* within 2 business days	100%	100%	96%	95%	98%	68%	92%	71%	78%	78%	73%	83%	94%	84%
	95% of applications reviewed within (business days)	1	1	2	2	2	6	3	7	6	6	6	6	3	5

1.2 Non-Expedited Development Permits

Intake	Applications Submitted	762	891	813	679	3,145	1,019	1,004	611	555	3,189	608	715	723	2,046
	% of apps. reviewed within 2 bus. days	86%	86%	92%	86%	88%	76%	64%	77%	97%	76%	98%	93%	91%	94%
	95% of apps. reviewed within (bus. days)	5	5	3	5	5	6	4	4	2	4	2	3	3	3
Development Review Greenfield	Applications Submitted	656	820	640	583	2,699	836	848	504	459	2,646	501	597	616	1,714
	% of apps. reviewed within targets (15 days in winter, 20 in summer)	97%	99%	100%	90%	97%	94%	96%	95%	92%	95%	96%	98%	99%	98%
	95% of apps. reviewed within (bus. days)	15	16	14	18	16	16	17	19	17	17	15	17	13	15
Development Review Infill	Applications Submitted	131	147	183	79	540	163	174	156	97	580	122	108	95	325
	% of apps. reviewed within target (20 days in winter, 30 in summer)***	43%	59%	34%	45%	45%	34%	56%	68%	51%	53%	90%	97%	97%	94%
	95% of applications reviewed within (business days)	59	61	67	44	63	48	50	44	41	47	22	28	20	27

2 Building Permits

Plans Examination Review	Applications Submitted**	605	872	973	743	3,193	920	1,233	775	619	3,547	752	859	784	2,395
	% apps. reviewed within target (15 days in winter, 20 in summer)	75%	98%	98%	93%	93%	97%	98%	98%	90%	97%	89%	96%	98%	94%
	95% of applications reviewed within (business days)	39	15	12	17	20	12	13	15	20	15	26	19	14	19

* If an application qualifies for an expedited review, the development permit can be issued by intake team.

** Applications submitted includes applications that meets requirements to start review process. These applications still may not have all necessary information for the decision.

*** The previous quarters' numbers have been revised due to inaccuracies in calculation methodology.

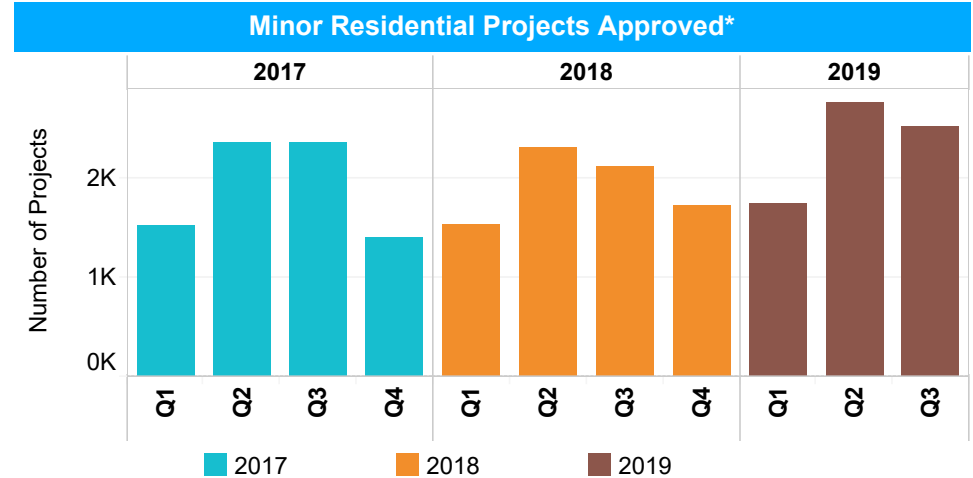
ACTIVITY REPORT

MINOR RESIDENTIAL PERMITS

In 2018, Home Improvement Permits were launched for minor residential projects such as detached garages, decks, and interior and exterior alterations. This new permit includes development and building permits; multiple projects can be issued under one permit. Home Improvement Permits replaces separate development, building, and other combined permits that were previously used for minor residential projects.

Simple residential permits, such as uncovered decks and minor accessory structures can be issued in one day at the Service Center. Permits may take longer to issue if they are for discretionary development, require a variance, are located within a neighbourhood overlay, or the initial application submission is incomplete.

A permit is considered issued after all required documents have been received, all associated fees paid, and the plans review completed. After a permit is issued and construction is complete, at least one safety code inspection will be conducted.



1 Minor Residential Permit

		2017					2018					2019			
		Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Total
Development Permit	Applications Submitted	399	594	634	397	2,022	407	598	491	213	1,706	49	67	68	184
	Median work days to issue	7	10	6	6	7	4	10	14	12	10	15	10	15	14
Accessory Bldg & Uncovered Deck Combo	Applications Submitted	453	1,066	1,032	476	3,024	438	1,034	459	41	1,970	-	-	-	-
	Median work days to issue	20	10	12	12	13	29	10	0	3	10	-	-	-	-
Building Permit**	Applications Submitted	1,074	1,303	1,333	924	4,626	1,104	1,275	932	362	3,666	-	-	-	-
	Median work days to issue	4	1	7	2	4	1	0	7	4	3	-	-	-	-

2 Home Improvement Permit

	2018			2019			
	Q3	Q4	Total	Q1	Q2	Q3	Total
Applications Submitted	699	1,292	1,991	1,613	2,498	2,314	6,425
Number of Projects	854	1,475	2,329	1,816	2,835	2,650	7,301
Median work days to issue (DP and BP combined)	16	13	14	14	17	21	17

* In order to compare historical data, the chart represents the number of projects rather than the number of permits.

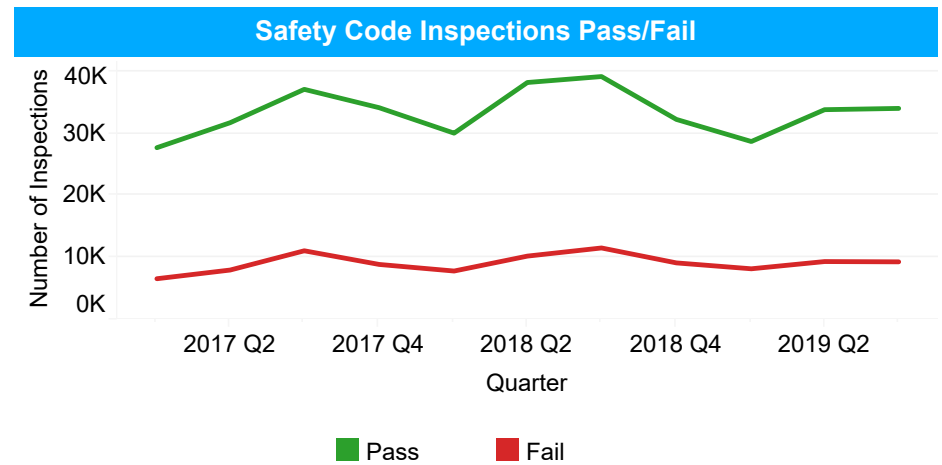
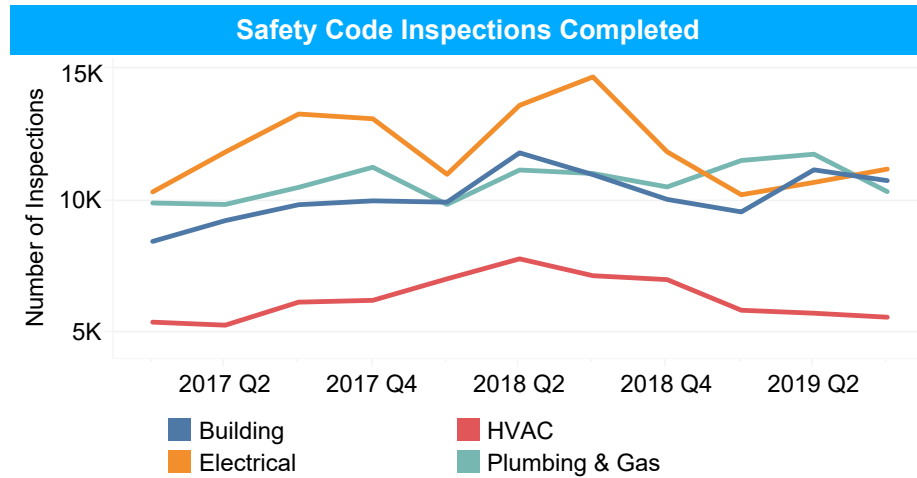
** Updated numbers include data for interior alterations

ACTIVITY REPORT

SAFETY CODE INSPECTIONS

New construction or alterations to a structure must comply with the Alberta Safety Codes Act. Safety codes permits include building, HVAC (heating, ventilation, and air-conditioning), Plumbing, gas, and electrical permits. Each permit requires at least one inspection after the work has been completed. Permits for new buildings require multiple inspections throughout the construction process.

Development services completes over 40,000 safety code inspections per quarter. This figure is comprised of completed inspections for building, plumbing, gas, HVAC and electrical disciplines. Other completed inspections compiled quarterly include lot grading, landscaping, development site inspections and sidewalk cafes. These numbers vary greatly throughout the year, as they are impacted by seasonal conditions.



1 Safety Code Inspections Completed

	2017					2018					2019			
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Total
Building	8,467	9,253	9,854	10,000	37,574	9,950	11,814	10,990	10,055	42,809	9,582	11,172	10,764	31,518
Electrical	10,338	11,842	13,281	13,102	48,563	11,002	13,610	14,683	11,852	51,147	10,230	10,696	11,199	32,125
HVAC	5,415	5,301	6,171	6,240	23,127	7,051	7,808	7,170	7,023	29,052	5,865	5,753	5,602	17,220
Plumbing & Gas	9,918	9,863	10,510	11,269	41,560	9,863	11,165	11,034	10,525	42,587	11,525	11,763	10,348	33,636
Grand Total	34,138	36,259	39,816	40,611	150,824	37,866	44,397	43,877	39,455	165,595	37,202	39,384	37,913	114,499

2 Other Inspections Completed*

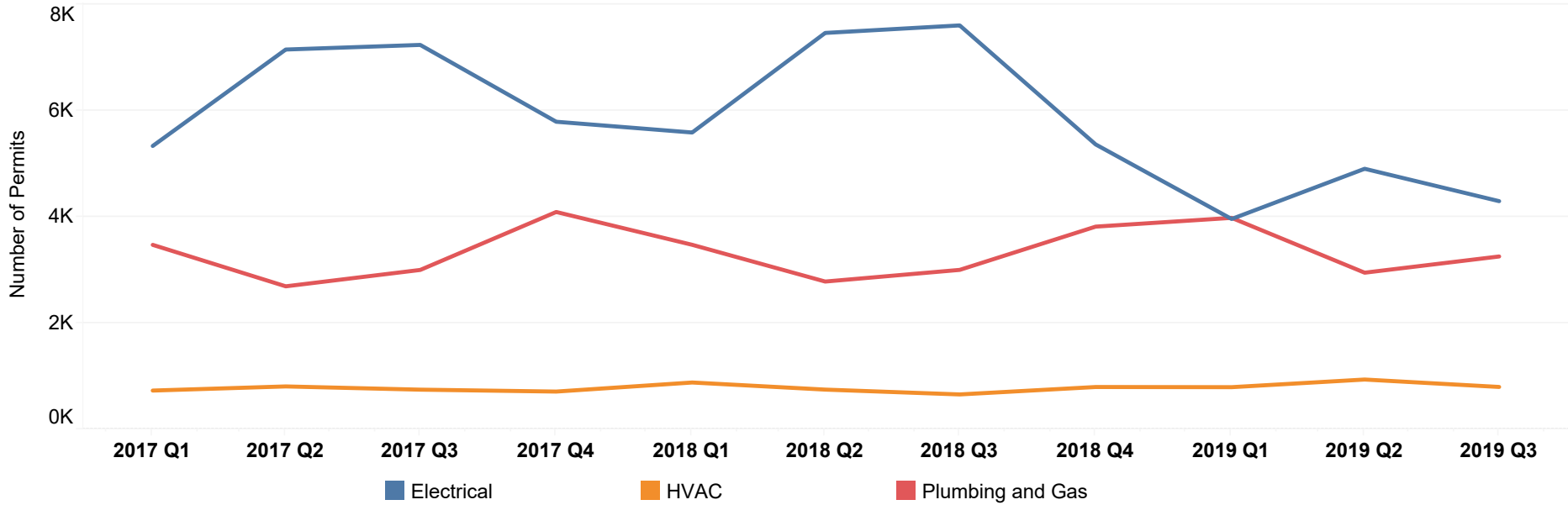
Lot Grading	165	3,225	8,173	2,408	13,971	106	3,998	6,959	2,354	13,417	104	4,279	5,970	10,353
Others	85	486	701	392	1,664	21	201	426	86	734	7	441	666	1,114
Grand Total	250	3,711	8,874	2,800	15,635	127	4,199	7,385	2,440	14,151	111	4,720	6,636	11,467

* "Others" include Sidewalk cafe, landscaping and development site inspections.

ACTIVITY REPORT

MECHANICAL AND ELECTRICAL PERMITS

HVAC, Plumbing & Gas, and Electrical Permits Issued



3 HVAC Permits

	2017					2018					2019			
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Total
Applications Submitted	894	950	901	1,061	3,806	1,087	957	862	781	3,687	823	846	954	2,623
Permits Issued	732	810	749	713	3,004	884	750	659	799	3,092	796	940	800	2,536

4 Plumbing & Gas Permits

Applications Submitted	3,675	2,829	3,115	4,676	14,295	4,159	3,636	3,408	4,088	15,291	4,107	3,282	3,596	10,985
Permits Issued	3,480	2,698	3,007	4,100	13,285	3,481	2,788	3,008	3,824	13,101	3,989	2,955	3,261	10,205

5 Electrical Permits

Applications Submitted	5,520	7,433	7,576	6,090	26,619	5,985	8,004	8,062	5,562	27,613	4,524	5,144	4,672	14,340
Permits Issued	5,345	7,164	7,251	5,802	25,562	5,599	7,477	7,619	5,374	26,069	3,968	4,915	4,304	13,187

ACTIVITY REPORT

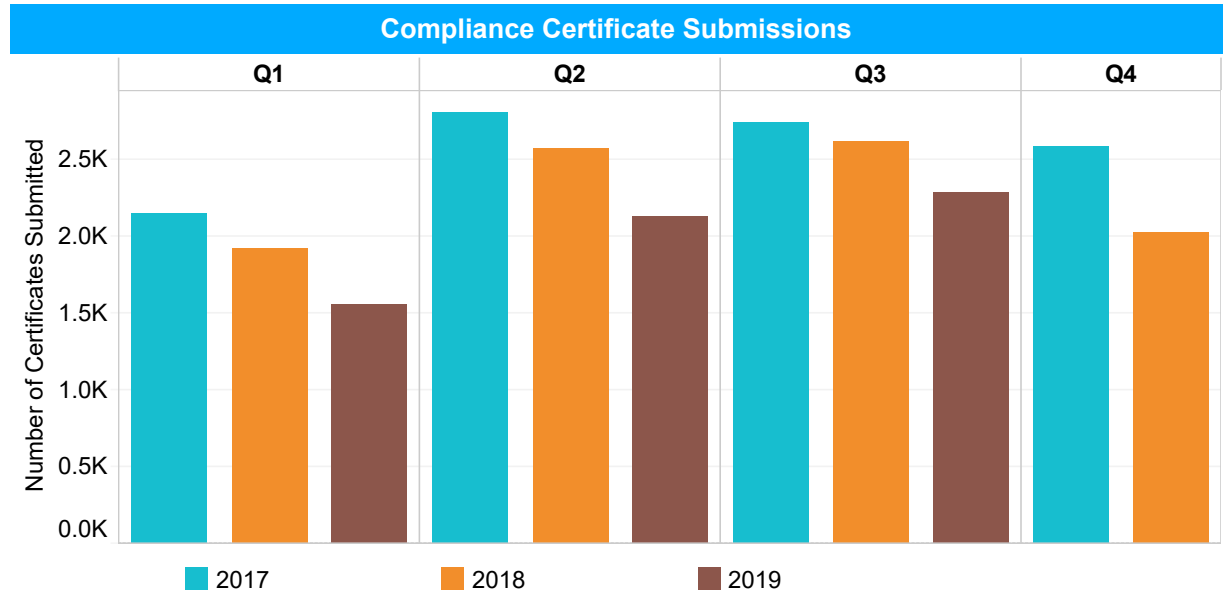
COMPLIANCE CERTIFICATES

Compliance certificate is a formal response from the City of Edmonton that states that any development on a property, based on a Real Property Report from an Alberta Land Surveyor, meets all regulations of the Zoning Bylaw and/or has been issued any required Development Permits. Compliance certificates also include zoning confirmations and re-stamps.

The City has two levels of compliance service - regular and express. There are significantly higher volumes for regular service requests and response times can vary.

Performance Targets:

Express Service - 95% issued within 3 business days;
 Regular Service - 95% issued within 10 business days.



1 Compliance Certificate - Total*

	2017					2018					2019			
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Total
Applications Submitted	2,147	2,812	2,745	2,587	10,291	1,916	2,575	2,616	2,024	9,131	1,553	2,125	2,286	5,964
Certificates Issued	1,888	2,694	2,740	2,646	9,968	1,694	2,454	2,591	2,042	8,781	1,390	1,985	2,266	5,641

2 Express Certificates

Certificates issued	312	543	612	508	1,975	299	509	544	420	1,772	251	481	597	1,329
Median work days to issue	2	2	1	2	1	1	0	0	0	0	0	1	1	1
% Certificates issued within 3 days	94%	91%	93%	91%	92%	92%	97%	94%	96%	95%	95%	95%	94%	95%

3 Regular Certificates

Certificates issued	1,576	2,151	2,128	2,138	7,993	1,395	1,945	2,047	1,622	7,009	1,139	1,504	1,669	4,312
Median work days to issue	7	8	6	7	7	6	7	8	5	7	5	8	8	8
% Certificate issued within 10 days	96%	93%	96%	97%	95%	95%	96%	95%	96%	96%	95%	96%	94%	95%

* Including Zoning Confirmations and Re-Stamps

ACTIVITY REPORT

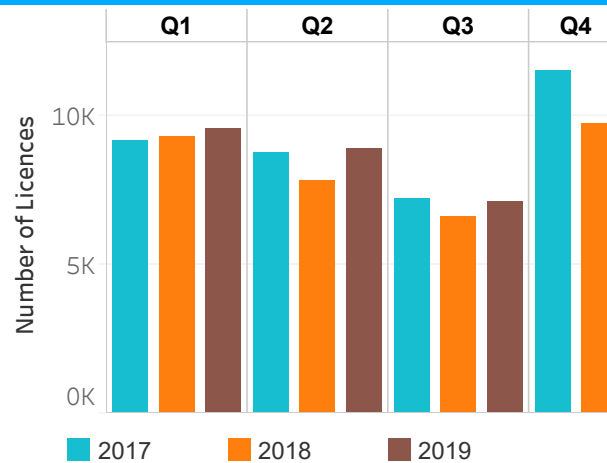
LICENSING

Urban Form and Corporate Strategic Development manages the issuance of all City of Edmonton business and vehicle for hire licences.

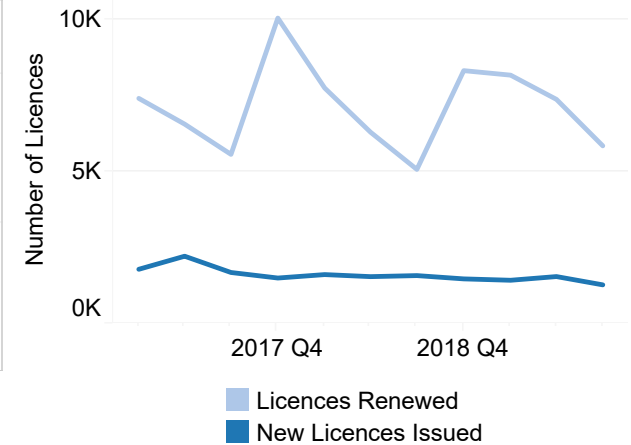
There are more than 30,000 active businesses operating within the City of Edmonton. For complete applications with fees paid on time, a new business licence can usually be issued within a few days. If the application requires referral from Fire Rescue Services, it can take up to 11 business days. Existing businesses must renew their business licence annually.

Vehicle For Hire program ensures the safe and orderly provision of Vehicle for Hire services in the City through driver licensing, driver screening, vehicle inspections, and enforcement activities. Taxi, limousine, and shuttle businesses, vehicles, and drivers all require a licence to comply with the Vehicle For Hire Bylaw.

Business Licences Issued - New and Renewed



Business Licences Issued - Issued vs. Renewed



1 Business Licensing

	2017					2018					2019			
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Total
New Licences Issued	1,782	2,211	1,677	1,495	7,165	1,608	1,541	1,575	1,467	6,191	1,422	1,543	1,271	4,236
Licences Renewed	7,390	6,545	5,552	10,025	29,512	7,729	6,280	5,059	8,300	27,368	8,152	7,357	5,832	21,341
Total Licences Issued & Renewed	9,172	8,756	7,229	11,520	36,677	9,337	7,821	6,634	9,767	33,559	9,574	8,900	7,103	25,577

1.1 New Licences (without referral)

Issued without referral	1,324	1,823	1,266	1,082	5,495	1,192	1,181	1,171	1,073	4,617	1,088	1,184	855	3,127
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1.2 New Licences (require referral)

Licences issued	458	388	411	413	1,670	416	360	404	394	1,574	334	359	416	1,109
% issued within 11 business days	43%	43%	48%	42%	44%	38%	46%	45%	45%	43%	48%	42%	36%	42%

2 Vehicle for Hire

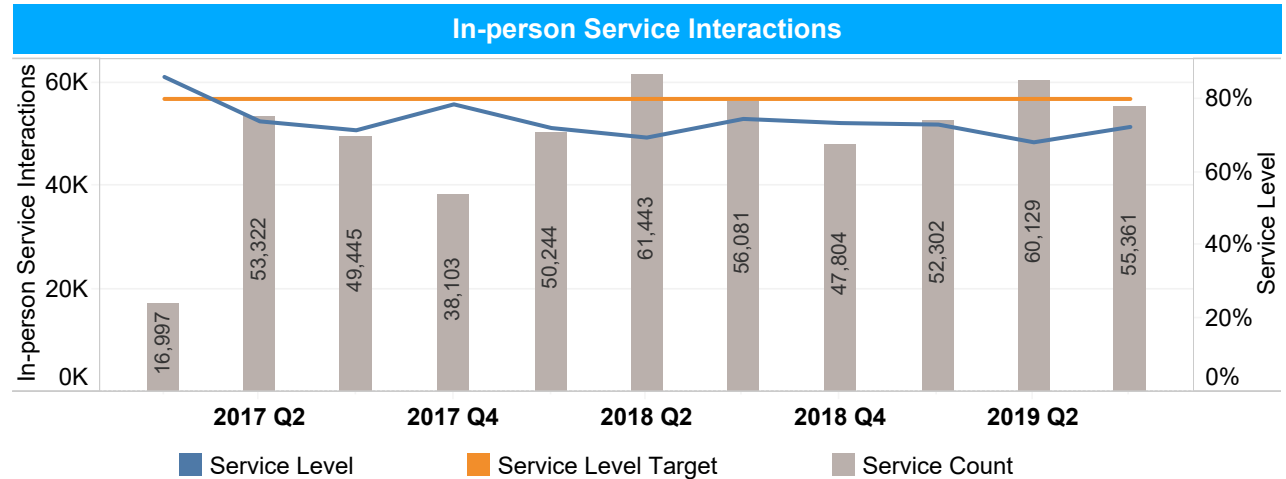
Dispatch Licences Issued	10	72	14	11	101	6	76	6	4	89	8	67	5	77
Driver Licences Issued	1,474	298	141	334	2,247	328	360	338	427	1,453	381	370	332	1,083
Vehicle Licences Issued	21	1,550	39	20	1,600	91	1,475	15	13	1,571	12	1,523	23	1,545

ACTIVITY REPORT

CUSTOMER SERVICE

The Edmonton Service Centre assists a significant number of customers each quarter. Each customer may have more than one interaction per visit. The target is to have at least 80% of interactions with wait time less than 15 minutes before being served. Service Level is defined as the percentage of interactions with wait time under 15 minutes. For payments, the target wait time is 4 minutes.

Edmonton Service Centre employees are responsible for resolving any 311 phone call inquiries related to Development Services business offerings that 311 agents can not address. A CRM (Customer Relationship Management) ticket is issued for each inquiry.



1 In-person Service Interactions

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2	2018 Q3	2018 Q4	2019 Q1	2019 Q2	2019 Q3
In-person Service Interactions	16,997	29,567	26,754	23,006	15,096	20,310	18,577	15,292	13,741	15,703	13,676
In-person Service Interactions (Payments)	n/a	23,755	22,691	15,097	25,389	28,626	25,025	22,506	29,044	32,683	31,113
In-person Service Interactions (Queue Assignment)	n/a	n/a	n/a	n/a	9,759	12,507	12,479	10,006	9,517	11,743	10,572
Total In-person Service Interactions	16,997	53,322	49,445	38,103	50,244	61,443	56,081	47,804	52,302	60,129	55,361
Interactions with wait time under 15 mins	86%	77%	82%	88%	81%	76%	79%	81%	82%	77%	85%
Interactions with wait time under 4 mins (payments)	n/a	70%	59%	65%	66%	65%	74%	72%	73%	69%	71%
Interactions with wait time under 4 mins (Queue Assignment)	n/a	n/a	n/a	n/a	74%	69%	69%	65%	60%	54%	60%
Total In-Person Service Interactions within Target Time	86%	79%	75%	74%	73%	73%	72%	72%	71%	69%	68%

2 CRM Tickets

Number of Tickets Resolved On Time (2 business days)	7,993	11,599	9,754	8,578	7,562	6,945	6,767	6,618	5,788	7,388	7,788
Tickets Resolved	86%	76%	80%	85%	80%	61%	68%	59%	71%	83%	83%

QUARTERLY ACTIVITY REPORT

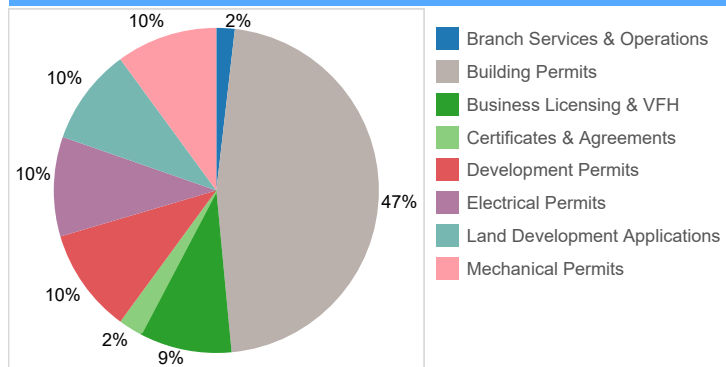
FINANCIALS

The Development Services Branch implemented a cost recovery business model in 2010 to achieve long-term financial sustainability and enhanced, accountable service levels for revenue generating planning services. The full cost recovery model ensures that revenue collected for the processing of applications is directly and indirectly attributed to the delivery of those services. This includes corporate support costs as well as providing for investment in service improvement initiatives.

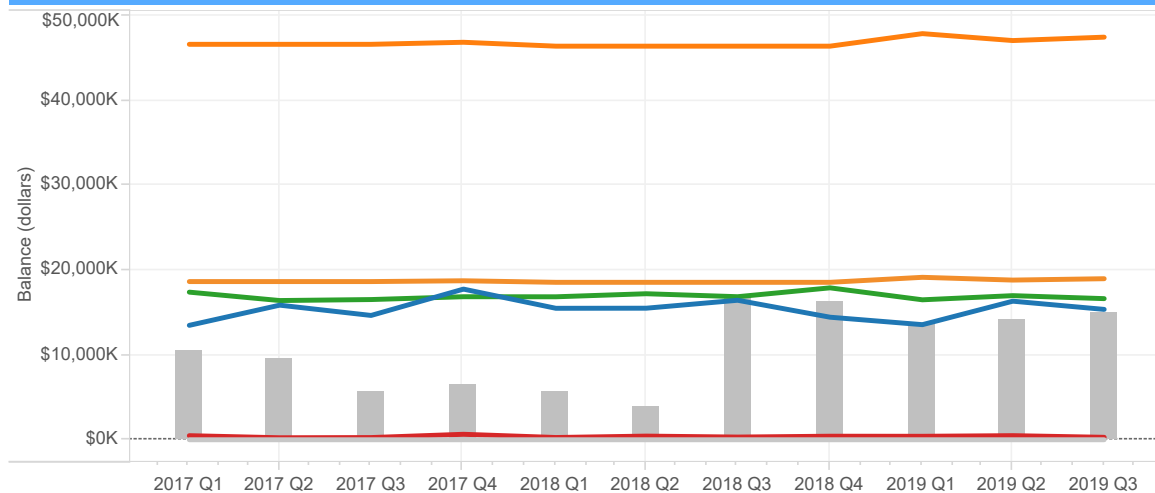
The Development Services Reserve Fund was established to balance revenue and expenditure streams over the long term. The target reserve balance is equal to 75 per cent of annual operating expenditures.

The full cost recovery model and reserve fund ensure that services are responsive to client needs in the short and long term. The Branch reached full cost recovery by the end of 2012. Transfers to other City branches that provide support for Development Services business offerings represent over 30 per cent of operating expenditures.

Development Services Revenue YTD - 2019 Q3

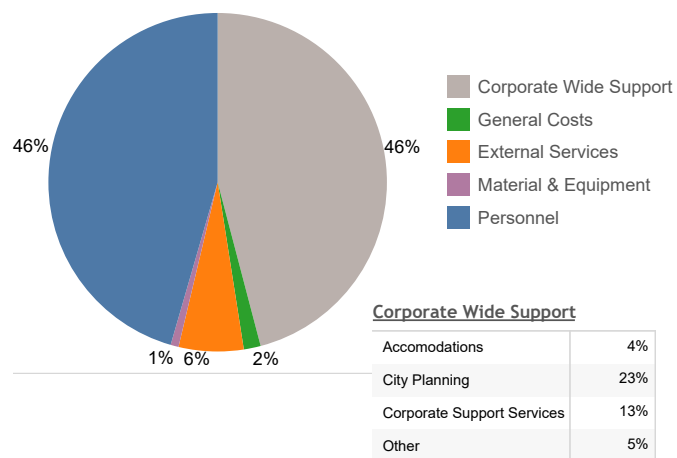


Quarterly Branch Revenue, Expenditures, Service Enhancements, and Reserve Balance



- Reserve Target Balance
- Reserve Balance
- Revenue
- Operating Expenses
- Capital Expenses
- Reserve Minimum Balance

Development Services Expenditures YTD - 2019 Q3



Corporate Wide Support

Accommodations	4%
City Planning	23%
Corporate Support Services	13%
Other	5%

ACTIVITY REPORT

EXPLANATIONS

General Explanations

This report is intended to highlight key activities throughout the land development process. It is not a comprehensive listing of all activities in the land development process or work completed by the Urban Form and Corporate Strategic Development Department.

The number of submitted applications may be greater than the number of issued permits because applications that are cancelled or denied are not included.

Unless otherwise stated, Days to Issue is calculated as the number of business days between the date on which the application was submitted and the date on which the permit was issued. This does not include timelines for completing inspections. Median business days to issue is calculated based on the permits that were issued in each quarter. Processing timelines are not included for applications where reliable data is not available or where application complexity varies too significantly to provide a valuable summary measure.

Permits

A development permit is a written approval from the City confirming that the location, size, and use of a structure complies with the Zoning Bylaw regulations. A development permit is required for new construction, some renovations, signs, new businesses, and changes to how a building is being used.

Safety code permits, such as building, mechanical and electrical, confirm that buildings comply with safety codes and energy regulations.

Commercial, industrial, and other permits includes various types of non-residential permits: permits for new buildings (including apartments), additions, exterior or interior alterations, parking lots, and change of use as examples.

Minor residential includes decks, exterior or interior alterations, demolitions, fences, and swimming pools as examples.

Financials

The reported revenues and expenditures are actual amounts, based on end of quarter results. Permit fees from other internal City of Edmonton projects are included as revenue.

The reported reserve balance is the cumulative balance at the end of the quarter. It is adjusted based on the difference between the quarterly revenue and operating expenditures, as well as any capital spending. The reserve balance shows capital and operating amounts.

Corporate Wide Support allocations will be monitored on an ongoing basis, and adjusted if necessary. City Planning includes technical support for plans reviews by Transportation and Parks, and includes the Land Development Applications, Subdivision, and Servicing Agreements.

Service Enhancements include both operating and capital expenses.